

▶ HAPPY NEW YEAR.....	1
▶ SYSTEMS UPDATE.....	2
▶ NEXT GENERATION 9-1-1.....	2
▶ FISCAL UPDATE.....	3
▶ TRAINING UPDATE.....	3
▶ 9-1-1 TO THE RESCUE.....	4
▶ RECOGNITION OF CHIEF COPPINGER.....	5

Issue 12

Volume 4

December 2016

# *Massachusetts State 911 Department Newsletter*

*From all of us at the State 911 Department we would like to wish you a*

HAPPY NEW YEAR!

2017

## Updates from our Systems Division



It's close to that time of the year where you will be seeing the Systems Analysts from the State 911 Department at your PSAP collecting call volumes for 2016. We collect total number of calls for wireless and wireline 9-1-1 calls. This year we will have the additional challenge of combining the legacy 9-1-1 calls with the Next Generation 9-1-1 call volume. The good news is that going forward with the Next Generation 9-1-1 system we can pull the 9-1-1 call volume remotely, saving hundreds of onsite visits, thousands of miles travelled, and a lot of gas! You can find the 9-1-1 call volumes on the State 911 Department's website at <http://www.mass.gov/eopss/agencies/state-911/911-call-volumes.html>. Look for numbers from 2016 in late Spring 2017.



The Next Generation 9-1-1 project is moving along and to date we have cut over 39 PSAPs to the new system. PSAPs will be hearing from the State 911 Department's Programs Division regarding workshops ninety (90) days prior to the scheduled cutover date. Prep work such as circuit installations, equipment staging and circuit testing will occur approximately thirty (30) days prior to your cutover date.

If you have any questions on the Next Generation 9-1-1 schedule, please contact Doug O'Neill at [douglas.oneill@state.ma.us](mailto:douglas.oneill@state.ma.us)

With respect to Next Generation 9-1-1 rolling upgrades, every system requires maintenance and the Next Generation 9-1-1 system is no different. Upgrades to the system will occur on a rolling basis and would require call takers to log off their system and log back in. When the upgrade process is about to begin, the GDIT NOC will contact PSAPs via a system announcement letting them know to logoff. If after a certain amount of time, the call taker has not logged off, the NOC may contact your PSAP and ask the user to log off. If you have any operational questions on logging in and out, please contact Monna Wallace at [monna.wallace@state.ma.us](mailto:monna.wallace@state.ma.us)



## Updates from our Fiscal Division



PSAPs are reminded that notifications regarding the receipt of reimbursement requests are no longer being sent. Payments are being issued no later than the thirty (30) business days noted in the Grant Guidelines. If a PSAP does not receive action on an FY 2017 reimbursement request within sixty (60) days of submission, the PSAP should send an inquiry via e-mail to

[Michelle.Hallahan@state.ma.us](mailto:Michelle.Hallahan@state.ma.us)



Please do not double side applications, reimbursements or the supporting documentation submitted with the applications or reimbursements.



The Training Grant and EMD/Regulatory Compliance Grant allows for reimbursement of salary costs associated with approved 9-1-1 training courses for either the participant attending the course **OR** for backfill/replacement of the participant attending the course, NOT BOTH.



The Training Grant and EMD/Regulatory Compliance grant allows for reimbursement of costs associated with conducting quality assurance of the EMD calls in compliance with 560 CMR 5.0. The reimbursement of the cost associated with this activity is limited to the number of calls required by the Department-approved EMD protocol utilized. A PSAP may utilize multiple individuals for compliance with the quality assurance requirement. However, reimbursement for multiple individuals to conduct quality assurance on the same call is not eligible.



The State 911 Department is pleased to report that all **FY 2017** reimbursement requests are being processed in compliance with Grant Guidelines, that is within 30 business days. The State 911 Department continues to work on the backlog of the FY 2015 Training Grant and EMD/Regulatory Compliance Grant reimbursements. The State 911 Department wishes to thank all the PSAPs for their patience and assistance as we work to reconcile this backlog.

Best wishes to you and your families for a safe, happy, healthy holiday season!



## Updates from our Training Division

### **Next Generation 9-1-1 Deployment Training (8 hours)**

The State 911 Department is currently conducting ninety (90) day meetings for PSAPs about to deploy to the Next Generation 9-1-1 system. Each PSAP will be contacted as the 90 day window approaches for their deployment date. Once the 90 day meeting takes place, the State 911 Department will provide dates for training to allow the PSAP as much time as possible to prepare to send their staff to the 1-day, 8-hour Next Generation 9-1-1 training.

### **Next Generation 9-1-1 Admin. Training (4 hours)**

Admin. training is now taking place each Friday at our training facilities for PSAPs that have already deployed to the Next Generation 9-1-1 system. The course is four (4) hours.

### **Next Generation 9-1-1 New Hire Training (2 days)**

If your PSAP has already converted to the Next Generation 9-1-1 system and you have a new hire, they will be required to attend a 2-day new hire class. Please contact Cathy Rodriguez at [cathy.rodriguez@state.ma.us](mailto:cathy.rodriguez@state.ma.us) or Venus Wheeler at [venus.wheeler@state.ma.us](mailto:venus.wheeler@state.ma.us) with questions about the training schedule or the application process.



Note: Training is conducted at State 911 Department facilities located in Maynard, Middleborough, and Springfield and at the GDIT facility located in Westwood. Directions are available on the State 911 Department website at [www.mass.gov/e911](http://www.mass.gov/e911).

## 9-1-1 To The Rescue!



*Pictured above from left to right: Police Chief Thomas O'Laughlin; Selectmen King, Kade; Jim Sweeney; Cheryl Sweeney; Dispatcher Lisa Trusas; Dispatcher Kim St Amant; Deputy Police Chief Jim Heron; Selectmen Murray; Selectmen Buckley; Center front-Madison Sweeney*

The Milford Board of Selectmen, Police Chief Thomas O'Laughlin and the State 911 Department recognized Milford dispatchers Lisa Trusas and Kimberly St Amant for their outstanding service during a 9-1-1 call that they received on Sunday, December 4, 2016 at 7:31 a.m. Milford resident Jim Sweeney reported that his 9-year old daughter was suffering from an asthma attack and lost consciousness. Dispatcher Trusas began providing pre-arrival medical instructions while dispatcher St. Amant dispatched emergency units to the address, providing patient updates until they were on scene. Mr. and Mrs. Sweeney and their daughter Madison attended the ceremony to show their appreciation for both dispatchers during their time of need.

 Congratulations! 



## Recognition of Chief Coppinger



*Top right from left to right: State 911 Department Executive Director Frank Pozniak; EOPSS Undersecretary Curt Wood; Chief Kevin Coppinger; and EOPSS Secretary Daniel Bennett.*

At its meeting held on December 19, 2016, the State 911 Commission congratulated Lynn Police Chief Kevin Coppinger on his election to the position of Essex County Sheriff and recognized him for his four years of dedicated service on the State 911 Commission, including his two years of service as Vice Chair. We wish him well in his new endeavor!

